

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
18014681	Melton Borough Council	Planning & Development	17/05/2019	Upheld	mal no inj		
18015486	Melton Borough Council	Environmental Services & Public Protection & Regulation	13/08/2019	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble/Improved BinJ remedy	The Council agreed to evaluate the impact of changes it made to how it responds to requests to investigate reports of noise nuisance and to complaints. It agreed to consider whether further action, such as complaint-handling training for officers, would help to prevent future delays.
18018430	Melton Borough Council	Corporate & Other Services	03/04/2019	Closed after initial enquiries	S27 not by member of the public		
18018952	Melton Borough Council	Environmental Services & Public Protection & Regulation	30/04/2019	Closed after initial enquiries	Sch 5.1 court proceedings		
18019077	Melton Borough Council	Housing	10/06/2019	Not Upheld	no mal		
19001628	Melton Borough Council	Corporate & Other Services	10/06/2019	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19004417	Melton Borough Council	Housing	13/11/2019	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
19011941	Melton Borough Council	Planning & Development	31/03/2020	Not Upheld	no mal		
19014296	Melton Borough Council	Planning & Development	14/02/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19016993	Melton Borough Council	Housing	13/01/2020	Advice given	Signpost - go to complaint handling		